

Low Furrow Cattery



Terms and Conditions of Boarding

Health and Vaccinations

- Only cats that have a current vaccination certificate against Feline Infectious Enteritis, Feline Leukaemia (optional), and upper respiratory infections (Cat Flu) can be accepted for boarding. Owners must produce an up-to-date inoculation certificate on or before arrival. Should the annual booster be due, it should where possible be given at least 14 days before the first day of boarding.
- Details of last flea and worm treatment will be asked for on or prior to arrival - should a cat be found to have either, it will be treated prior to or at the commencement to boarding at the owner's expense.
- No animal suffering from, or suspected to be suffering from, any infectious disease can be accepted. All animals will be examined on arrival, but the proprietor reserves the right to refuse admission to any animal showing signs of ill health pending advice from a Veterinary Surgeon.
- We do not board un-neutered male cats over the age of seven months, pregnant females, or females in season without prior agreement.
- By agreeing to these terms and conditions, owners are authorising Low Furrow Cattery and its staff to treat or authorise treatment for boarding cats/pets on their behalf. This consent is essential to safeguard the health & welfare of all cats boarded with us.

Boarding/Day Charge Rate

- We charge a full day's board for the day of arrival and the day of departure. All charges are on a per-day basis.
- Only cats from the same household may board in the same pen and by agreeing to these terms and conditions, owners are expressly authorising this unless they request separate pens on booking. We reserve the right to separate any 'sharing' pets should the need arise, and the owners agree to this taking place for the safety and welfare of the animal concerned.

Medication & Injuries

- Owners must notify us of any injuries the cat/pet has and any medications and/or treatments required to be given during the booking period in advance of arrival and gain explicit agreement from us that we will accept the injured cat/pet and/or to give the medication and/or treatments.
- Owners must also notify us of any changes to medications and/or treatments required to be given during the booking period in advance of arrival and gain explicit agreement from us that we will give the medication and/or treatments that have changed.
- Usually, most medications and treatments can be given during the stay however we reserve the right to refuse giving medication and/or treatments if we are not notified before arrival, or if the cat is unwilling to take the medication and presents a risk of injury to cattery staff, or the medication presents a danger or hazard to staff.
- We are happy to accept pets with conditions that require injection (for example Diabetes), subject to the agreement of both parties as to the treatment programme being undertaken. This must be as instructed by the owner's veterinary surgeon. We reserve the right to contact said veterinary surgeon should the need arise during the animals stay.
- Owners are required to provide sufficient medication (with some extra in case of delays etc) for the duration of the booking.
- If a booking is cancelled due to injury, medication and/or treatments being required that we are unable to accept, normal cancellation terms apply.
- We will always try our best endeavours to give medication as prescribed; however, no guarantee is made or implied that the medication will be given correctly. Low Furrow Cattery and Small Animal Boarding and its staff cannot accept any responsibility for any medication given with or without the owner's consent.

- If during a cats/pets stay, we are unable to give medication, a veterinary surgeon will be contacted and if required administer any medication. This is at the owner's cost.
- If during a cats/pets stay, it is necessary to give first aid to a pet, this will be done in accordance with standard industry guidelines, where possible and if time permits, with the permission of the owners (or their designated contact person) or under the supervision, or instruction, from either the owners veterinary surgeon, or the veterinary surgeon associated with Low Furrow Cattery.
- It is agreed that should the need arise, that the owner's veterinary surgeon (as noted on the Admission Form) may advise necessary emergency treatment provided by them in conjunction (where possible), with consultation of the owner or their appointed person. In the event of no consultation being available the owner agrees that all emergency vital treatment is provided, for which the owner will provide reimbursement to the veterinary surgeon, or to Low Furrow Cattery, as necessary.

Multiple Cat Sharing / Necessary to separate

The owner consents that in the event of multiple cats being boarded together, that they can share facilities and do agree that if it is felt necessary due to their behaviour they may be placed in separate pens.

Equipment / Items left on site

Any toys, equipment, bedding, carrier etc that is left on site at Low Furrow Cattery and Small Animal Boarding will be kept within the chalet to which the animal is boarded. These will remain for the sole use of the animal(s) for which they are intended. No responsibility will be given for any items which are damaged during the animals boarding. We will of course endeavour to keep all items left with us safe and secure.

Bookings / Deposit / Balance Payments

- An initial 50% deposit is required to secure a booking, this may be paid at the time of booking to secure the dates requested. The balance 50% is required to be paid NOT LATER THAN **30 days** before the first day of boarding. Any deposits/monies paid are non-refundable.
- We reserve the right to re-allocate the chalet/pen allocated to a booking and cannot guarantee a specific chalet/pen for bookings. We reserve the right to move cat/s to different pens during a booking if deemed necessary.

Collection of Pet(s).

In the event of owners being unable to collect their cat(s), another authorised person MAY collect on their behalf providing that the cattery is advised in advance (and identification is presented to confirm the identity of the authorised person). CATS will only be released to their owners, unless prior authorisation has been provided and agreed between both parties.

Late Arrival / Early Collection

- In the event of owners not arriving on the date booked or returning on a date prior to the end date of the period for which the cat is booked, the full original booking period will be charged, together with any additional day rates chargeable.
- Where cat are not collected by close of business on the booked-out date, an extra day will be charged, and the cat will only be released on the following day.
- All extra days boarded will be charged for at the relevant daily rate.

Payment Methods

We can take payment by Cash or Card, however, an automated Bank Transfer is the preferred payment option. Our bank details are provided on the invoice raised. Please call us on 07484 333576 if you have any queries regarding the terms and conditions above.

Cancellation Policy / Booking Amendments

To comply with the Consumer Contracts Regulations 2013, you have a fourteen day "cooling off period" when the booking is placed starting the day after the day the contract was made.

Subject to the 14-day cooling off period as specified in the Consumer Contracts Regulations 2013, the following charges apply: -

- If a booking is shortened in duration with 14 days or less notice of the original booking start date, the total amount payable of the original booking will still be chargeable.
- If a booking is amended with 14 days or less notice of the original booking start date and we are unable to accommodate the new booking dates, the total amount payable of the original booking will apply.
- If a booking is cancelled within 14 days or less of the original booking start date, the total amount payable will apply.
- If a booking is cancelled within 30 - 15 days of the original booking start date, a cancellation fee of 50% (equivalent to the deposit amount) of the total amount payable will apply.

We reserve the right to cancel any booking/s without notice or compensation should a client behave in a manner that we deem as unreasonable.

Cancellations must be provided in writing, via email or by "signed for post". By Post To: Low Furrow Cattery, Low Furrow Farm, Dorsington Rd, Pebworth, Warwickshire, CV37 8AP or Via email to cattery@lowfurrow.co.uk

Digital Imagery

- During your cats stay with us, we take and send to you media images, both stills and videos. By signing these terms, you are agreeing to us taking these images, storing them digitally and distributing them to you.
- We also take photographs of all pets boarding with us, both for visual records, but also for marketing/social media purposes. Please let us know if you are not willing for these to be used for this purpose. Please note we do not identify any of the animals staying with us by name, purely use images for posting and information purposes.

Safety, Welfare and Liability

- Whilst every effort is made to ensure the safety and welfare of your cat, we cannot be held liable for any loss or damage however incurred.
- Please note you will be required to sign as part of the Cattery Booking Form to confirm that you have read, understood, and accept the terms and conditions herein presented.

Consent / Admission Form

- Consent forms are required to be completed on an annual basis. This form is essential to ensure that the details we hold on record are correct and up-to-date. The current Consent form will be presented to be checked for each stay of that year.
- Emergency contacts are a nominated person, local to the cattery if possible, that is able to step in and transport cats to vets, and also if the owner is not available, is required to potentially make decisions regarding the cats welfare.
- All consent records are held electronically within the cattery booking system. GDPR 'opt out' is available, please log into your boarding profile for full details.